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| --- | --- |
| Guarantor | American Student Assistance (ASA) (Massachusetts) |
| Mailing Address | 33 Arch Street, Suite 2100, Boston, MA 02110 |
| Street Address | 33 Arch Street, Suite 2100, Boston, MA 02110 |
| Phone | (800) 999-9080 |
| FAX | (617) 728-4670 |
| Governing Board Rep | Christopher Sheehan |
| GB Rep’s Title | Vice President & General Counsel |
| GB Rep’s Phone | (617) 728-4587 |
| GB Rep’s Email | [sheehan@asa.org](mailto:sheehan@asa.org) |
| Permanent Proxy |  |
| Proxy’s Title |  |
| Proxy’s Phone |  |
| Proxy’s Email |  |
| Primary Policy Contact | Christopher Sheehan |
| Policy Contact’s Title | Vice President & General Counsel |
| Policy Contact’s Phone | (617) 728-4587 |
| Policy Contact’s Email | [sheehan@asa.org](mailto:sheehan@asa.org) |
| ***Information Updated 01/13/21*** |  |

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| Guarantor | Ascendium Education Group, Inc. & Affiliates |
| Mailing Address | 38 Buttonwood Court, Madison WI 53718 |
| Street Address | 38 Buttonwood Court, Madison WI 53718 |
| Phone | (608) 733-2500 |
| FAX |  |
| Governing Board Rep | Nancy Masten |
| GB Rep’s Title | Manager, Policy and Compliance Support |
| GB Rep’s Phone | (877) 354-3373 |
| GB Rep’s Email | [NMasten@ascendiumeducation.org](mailto:NMasten@ascendiumeducation.org) |
| Permanent Proxy |  |
| Proxy’s Title |  |
| Proxy’s Phone |  |
| Proxy’s Email |  |
| Primary Policy Contact | Nancy Masten |
| Policy Contact’s Title | Manager, Policy and Compliance Support |
| Policy Contact’s Phone | (877) 354-3373 |
| Policy Contact’s Email | [NMasten@ascendiumeducation.org](mailto:NMasten@ascendiumeducation.org%20) |
| ***Information Updated 01/31/22*** |  |

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| Guarantor | College Assist (CA) (Colorado) |
| Mailing Address | 1600 Broadway, Suite 2300, Denver, CO 80202 |
| Street Address | 1600 Broadway, Suite 2300, Denver, CO 80202 |
| Phone | (720) 264-8500 |
| FAX | (303) 292-1606 |
| Governing Board Rep | Nicole Vigil |
| GB Rep’s Title | CFO |
| GB Rep’s Phone | (720) 264-8525 |
| GB Rep’s Email | [nvigil@college-assist.org](mailto:nvigil@college-assist.org) |
| Permanent Proxy | Marcy Garramone |
| Proxy’s Title | Controller |
| Proxy’s Phone | (720) 264-8517 |
| Proxy’s Email | [mgarramone@collegeinvest.org](mailto:mgarramone@collegeinvest.org) |
| Primary Policy Contact | Nicole Vigil |
| Policy Contact’s Title | CFO |
| Policy Contact’s Phone | (720) 264-8525 |
| Policy Contact’s Email | [nvigil@college-assist](mailto:nvigil@college-assist).org |
| ***Information Updated 01/22/19*** |  |

|  |  |
| --- | --- |
| Guarantor | Educational Credit Management Corporation (ECMC) |
| Mailing Address | P.O. BOX 64909, Minneapolis, MN 54164-0909 |
| Street Address | 111 Washington Avenue South, Suite 1400, Minneapolis, MN 55401 |
| Phone | (888) 221-3262 |
| FAX | (651) 325-3495 |
| Governing Board Rep | Rebecca McCord |
| GB Rep’s Title | Customer Service Manager |
| GB Rep’s Phone | (651) 325-3333, ext. 8470 |
| GB Rep’s Email | [rmccord@ecmc.org](mailto:rmccord@ecmc.org) |
| Permanent Proxy | Jan Jacobson |
| Proxy’s Title | Director of Customer Service |
| Proxy’s Phone | (651) 325-3486 |
| Proxy’s Email | [jjacobson@ecmc.org](mailto:jjacobson@ecmc.org) |
| Primary Policy Contact | Rebecca McCord |
| Policy Contact’s Title | Customer Service Manager |
| Policy Contact’s Phone | (651) 325-3333, ext. 8470 |
| Policy Contact’s Email | [rmccord@ecmc.org](mailto:rmccord@ecmc.org) |
| ***Information Updated 03/17/21*** |  |

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| --- | --- |
| Guarantor | Florida Department of Education, Office of Student Financial Assistance (OSFA) |
| Mailing Address | 325 West Gaines Street, Suite 1314, Tallahassee, FL 32399 |
| Street Address | 325 West Gaines Street, Suite 1314, Tallahassee, FL 32399 |
| Phone | (850) 410-6846 |
| FAX | (850) 413-7443 |
| Governing Board Rep | Amy Sebring |
| GB Rep’s Title | Program Specialist III - DOE |
| GB Rep’s Phone | (850) 245-1979 |
| GB Rep’s Email | [Amy.Sebring@fldoe.org](mailto:Amy.Sebring@fldoe.org) |
| Permanent Proxy |  |
| Proxy’s Title |  |
| Proxy’s Phone |  |
| Proxy’s Email |  |
| Primary Policy Contact | Amy Sebring |
| Policy Contact’s Title | Program Specialist III - DOE |
| Policy Contact’s Phone | (850) 245-1979 |
| Policy Contact’s Email | [Amy.Sebring@fldoe.org](mailto:Amy.Sebring@fldoe.org) |
| ***Information Updated 05/13/21*** |  |

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| Guarantor | Illinois Student Assistance Commission (ISAC) |
| Mailing Address | 500 W. Monroe, 3rd Floor, Springfield, IL 62704 |
| Street Address | 500 W. Monroe, 3rd Floor, Springfield, IL 62704 |
| Phone | (217) 782-6767 |
| FAX | (217) 524-1858 |
| Governing Board Rep | Susan Fields |
| GB Rep’s Title | Government Relations Liaison |
| GB Rep’s Phone | (217) 785-9277 |
| GB Rep’s Email | [**Susan.I.Fields@illinois.gov**](mailto:Susan.I.Fields@illinois.gov) |
| Permanent Proxy |  |
| Proxy’s Title |  |
| Proxy’s Phone |  |
| Proxy’s Email |  |
| Primary Policy Contact | Susan Fields |
| Policy Contact’s Title | Government Relations Liaison |
| Policy Contact’s Phone | (217) 785-9277 |
| Policy Contact’s Email | [**Susan.I.Fields@illinois.gov**](mailto:Susan.I.Fields@illinois.gov) |
| ***Information Updated 04/29/19*** |  |

|  |  |
| --- | --- |
| Guarantor | Kentucky Higher Education Assistance Authority (KHEAA) |
| Mailing Address | PO Box 798, Frankfort, KY 40602-0798 |
| Street Address | 100 Airport Road, Frankfort, KY 40601 |
| Phone | (502) 696-7276 |
| FAX | (502) 696-7293 |
| Governing Board Rep | Jonathan Downey |
| GB Rep’s Title | Supervisor, Compliance and Program Reviews |
| GB Rep’s Phone | (502) 696-7615 |
| GB Rep’s Email | [jdowney@kheaa.com](mailto:jdowney@kheaa.com) |
| Permanent Proxy | Miles Justice |
| Proxy’s Title | Sr. Associate Counsel |
| Proxy’s Phone | (502) 696-7309 |
| Proxy’s Email | mjustice@kheaa.com |
| Primary Policy Contact | Jonathan Downey |
| Policy Contact’s Title | Supervisor, Compliance and Program Reviews |
| Policy Contact’s Phone | (502) 696-7615 |
| Policy Contact’s Email | [jdowney@kheaa.com](mailto:jdowney@kheaa.com) |
| ***Information Updated 08/24/21*** |  |

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| Guarantor | Louisiana Board of Regents, Office of Student Financial Assistance |
| Mailing Address | PO Box 91202, Baton Rouge, LA 70821-9202 |
| Street Address | 602 North Fifth St, Baton Rouge, LA 70802 |
| Phone | (225) 219-1012 |
| FAX | (225) 208-1496 |
| Governing Board Rep | Robyn Lively |
| GB Rep’s Title | Attorney |
| GB Rep’s Phone | (225) 219-7652 |
| GB Rep’s Email | Robyn.Lively@la.gov |
| Permanent Proxy | Kelvin Deloch |
| Proxy’s Title | Audit Manager |
| Proxy’s Phone | (225) 219-7681 |
| Proxy’s Email | Kelvin.Deloch@la.gov |
| Primary Policy Contact | Robyn Lively |
| Policy Contact’s Title | Attorney |
| Policy Contact’s Phone | (225) 219-7652 |
| Policy Contact’s Email | Robyn.Lively@la.gov |
| ***Information Updated 05/11/17*** |  |

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| Guarantor | Michigan Finance Authority/Michigan Guaranty Agency (MFA/MGA) |
| Mailing Address | PO Box 30047, Lansing, MI 48909 |
| Street Address | 430 West Allegan- 2nd Floor, Lansing MI 48922 |
| Phone | (800) 642-5626 |
| FAX | (517) 335-7449 |
| Governing Board Rep | Michelle Spitzley |
| GB Rep’s Title | Deputy Director |
| GB Rep’s Phone | (517) 335-7313 |
| GB Rep’s Email | [Spitzleym1@michigan.gov](mailto:Spitzleym1@michigan.gov) |
| Permanent Proxy | Dan Mullin |
| Proxy’s Title | Departmental Specialist |
| Proxy’s Phone | (517) 335-7416 |
| Proxy’s Email | [mullinD@michigan.gov](mailto:mullinD@michigan.gov) |
| Primary Policy Contact | Michelle Spitzley |
| Policy Contact’s Title | Deputy Director |
| Policy Contact’s Phone | (517) 335-7313 |
| Policy Contact’s Email | [spitzleym1@michigan.gov](mailto:spitzleym1@michigan.gov) |
| ***Information Updated 08/15/19*** |  |

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| Guarantor | Missouri Department of Higher Education & Workforce Development |
| Mailing Address | PO Box 1469, Jefferson City, MO 65102-1469 |
| Street Address | 301 West High Street, Suite 840, Jefferson City, MO 65102 |
| Phone | (573) 751-1767 |
| FAX | (573) 751-6635 |
| Governing Board Rep | Daniel Day |
| GB Rep’s Title | Senior Associate- Compliance |
| GB Rep’s Phone | (573) 751-1767 |
| GB Rep’s Email | [dan.day@dhewd.mo.gov](mailto:dan.day@dhewd.mo.gov) |
| Permanent Proxy | Amy Hedrick |
| Proxy’s Title | Assistant Associate – Policy Analyst |
| Proxy’s Phone | (573) 522-1365 |
| Proxy’s Email | [Amy.Hedrick@dhewd.mo.gov](mailto:Amy.Hedrick@dhewd.mo.gov) |
| Primary Policy Contact | Daniel Day |
| Policy Contact’s Title | Senior Associate- Compliance |
| Policy Contact’s Phone | (573) 751-1767 |
| Policy Contact’s Email | [dan.day@dhewd.mo.gov](mailto:dan.day@dhewd.mo.gov) |
| ***Information Updated 06/16/21*** |  |
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| Guarantor | National Student Loan Program (NSLP) (Nebraska) |
| Mailing Address | PO Box 82507, Lincoln, NE 68501-2507 |
| Street Address | 1300 O Street, Lincoln, NE 68508 |
| Phone | (800) 735-8778 |
| FAX | (402) 479-6763 |
| Governing Board Rep | Suzanne Christopher |
| GB Rep’s Title | Project Leader |
| GB Rep’s Phone | (402) 479-6865 |
| GB Rep’s Email | suzannec@nslp.org |
| Permanent Proxy |  |
| Proxy’s Title |  |
| Proxy’s Phone |  |
| Proxy’s Email |  |
| Primary Policy Contact | Suzanne Christopher |
| Policy Contact’s Title | Project Leader |
| Policy Contact’s Phone | (402) 479-6865 |
| Policy Contact’s Email | suzannec@nslp.org |
| ***Information Updated 01/15/13*** |  |

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| Guarantor | New Mexico Student Loan Guarantee Corporation (NMSLGC) |
| Mailing Address | PO Box 92230, Albuquerque, NM 87199-2230 |
| Street Address | 7400 Tiburon NE, Albuquerque, NM 87109 |
| Phone | (505) 345-8821 |
| FAX | (505) 344-3631 |
| Governing Board Rep | Melissa Dale |
| GB Rep’s Title | Director |
| GB Rep’s Phone | (505) 761-2361 |
| GB Rep’s Email | dalem[@nmstudentloans.org](mailto:carrillot@nmstudentloans.org) |
| Permanent Proxy | Elizabeth (Beth) Leeway |
| Proxy’s Title | Compliance Examiner |
| Proxy’s Phone | (505) 761-2366 |
| Proxy’s Email | [leewayb@nmstudentloans.org](mailto:leewayb@nmstudentloans.org) |
| Primary Policy Contact | Elizabeth (Beth) Leeway |
| Policy Contact’s Title | Compliance Examiner |
| Policy Contact’s Phone | (505) 761-2366 |
| Policy Contact’s Email | [leewayb@nmstudentloans.org](mailto:leewayb@nmstudentloans.org) |
| ***Information Updated 08/18/13*** |  |

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| Guarantor | New York State Higher Education Services Corporation (HESC) |
| Mailing Address | 99 Washington Avenue, Albany, NY 12255 |
| Street Address | 99 Washington Avenue, Albany, NY 12255 |
| Phone | (518) 473-1574 |
| FAX | (518) 486-6515 |
| Governing Board Rep | Debbie Mead |
| GB Rep’s Title | Assistant Director, Federal Operations |
| GB Rep’s Phone | 518-402-1311 |
| GB Rep’s Email | [debbie.mead@hesc.ny.gov](mailto:debbie.mead@hesc.ny.gov) |
| Permanent Proxy |  |
| Proxy’s Title |  |
| Proxy’s Phone |  |
| Proxy’s Email |  |
| Primary Policy Contact | Debbie Mead |
| Policy Contact’s Title | Assistant Director, Federal Operations |
| Policy Contact’s Phone | 518-402-1311 |
| Policy Contact’s Email | [debbie.mead@hesc.ny.gov](mailto:debbie.mead@hesc.ny.gov) |
| ***Information Updated 01/29/19*** |  |

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| Guarantor | North Carolina State Education Assistance Authority (NCSEAA) |
| Mailing Address | PO Box 14103, Research Triangle Park, NC 27709 |
| Street Address | 2 UNC-TV Drive, Research Triangle Park, NC 27709 |
| Phone | (919) 835-2320 |
| FAX | (919) 825-2323 |
| Governing Board Rep | Wendy McAlister |
| GB Rep’s Title | President |
| GB Rep’s Phone | (919) 835-2320 |
| GB Rep’s Email | [wendy.mcalister@cfi.org](mailto:wendy.mcalister@cfi.org) |
| Permanent Proxy | Wayne Johnson |
| Proxy’s Title | Director of Guaranty Agency Services |
| Proxy’s Phone | (919) 248-4646 |
| Proxy’s Email | [wjohnson@ncseaa.edu](mailto:wjohnson@ncseaa.edu) |
| Primary Policy Contact | Wayne Johnson |
| Policy Contact’s Title | Director of Guaranty Agency Services |
| Policy Contact’s Phone | (919) 248-4646 |
| Policy Contact’s Email | [wjohnson@ncseaa.edu](mailto:wjohnson@ncseaa.edu) |
| ***Information Updated 01/22/19*** |  |
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| Guarantor | Oklahoma College Assistance Program (OCAP) |
| Mailing Address | PO Box 3000, Oklahoma City, OK 73101-3000 |
| Street Address | 840 Research Parkway, Suite 450, Oklahoma City, OK 73104 |
| Phone | (405) 234-4300 |
| FAX | (405) 234-4390 |
| Governing Board Rep | Jaime Shelton |
| GB Rep’s Title | Senior Regulatory Compliance Specialist |
| GB Rep’s Phone | (405) 234-4281 |
| GB Rep’s Email | [jshelton@ocap.org](mailto:jshelton@ocap.org) |
| Permanent Proxy |  |
| Proxy’s Title |  |
| Proxy’s Phone |  |
| Proxy’s Email |  |
| Primary Policy Contact | Jaime Shelton |
| Policy Contact’s Title | Senior Regulatory Compliance Specialist |
| Policy Contact’s Phone | 405-234-4281 |
| Policy Contact’s Email | [jshelton@ocap.org](mailto:jshelton@ocap.org) |
| ***Information Updated 08/15/19*** |  |

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| --- | --- |
| Guarantor | Pennsylvania Higher Education Assistance Agency (PHEAA) |
| Mailing Address | 1200 N 7th Street, Harrisburg, PA 17102-1444 |
| Street Address | 1200 N 7th Street, Harrisburg, PA 17102-1444 |
| Phone | (717) 720-2379 |
| FAX |  |
| Governing Board Rep | David Racculia |
| GB Rep’s Title | Senior Compliance Specialist |
| GB Rep’s Phone | (717) 720-2379 |
| GB Rep’s Email | [david.racculi@pheaa.org](mailto:david.racculi@pheaa.org) |
| Permanent Proxy | Alexander Lehmer |
| Proxy’s Title | Compliance Specialist |
| Proxy’s Phone | 717-720-2234 |
| Proxy’s Email | alexander.lehmer@pheaa.org |
| Primary Policy Contact | David Racculia |
| Policy Contact’s Title | Senior Compliance Specialist |
| Policy Contact’s Phone | (717) 720-2379 |
| Policy Contact’s Email | david.racculi@pheaa.org |
| ***Information Updated 12/16/20*** |  |

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| --- | --- |
| Guarantor | Trellis Company |
| Mailing Address | PO Box 83100, Round Rock, TX 78683-3100 |
| Street Address | 301 Sundance Parkway, Round Rock, TX 78681  For Overnight/Courier Deliveries: 3500 Wadley Place, Bldg. C, Suite 303, Austin, TX 78728-1244 |
| Phone | (800) 252-9743 |
| FAX | (512) 336-6520 |
| Governing Board Rep | James Wingard |
| GB Rep’s Title | Manager, Corporate Compliance |
| GB Rep’s Phone | (512) 219-4756 |
| GB Rep’s Email | james.wingard@trelliscompany.org |
| Permanent Proxy |  |
| Proxy’s Title |  |
| Proxy’s Phone |  |
| Proxy’s Email |  |
| Primary Policy Contact | James Wingard |
| Policy Contact’s Title | Manager, Corporate Compliance |
| Policy Contact’s Phone | (512) 219-4756 |
| Policy Contact’s Email | james.wingard@trelliscompany.org |
| ***Information Updated 10/08/20*** |  |

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| --- | --- |
| Guarantor | Utah Higher Education Assistance Authority (UHEAA) |
| Mailing Address | PO Box 145111, Salt Lake City, UT 84114-5111 |
| Street Address | Board of Regents Building, The Gateway, 60 South 400 West, Salt Lake City, UT 84101-1284 |
| Phone | (801) 321-7225 |
| FAX | (801) 321-7168 |
| Governing Board Rep | Michelle Hansen |
| GB Rep’s Title | Manager of Claims Review |
| GB Rep’s Phone | (801) 321-7225 |
| GB Rep’s Email | mhansen@uheaa.org |
| Permanent Proxy |  |
| Proxy’s Title |  |
| Proxy’s Phone |  |
| Proxy’s Email |  |
| Primary Policy Contact | Michelle Hansen |
| Policy Contact’s Title | Manager of Claims Review |
| Policy Contact’s Phone | (801) 321-7225 |
| Policy Contact’s Email | mhansen@uheaa.org |
| ***Information Updated 03/03/21*** |  |

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| Guarantor | Vermont Student Assistance Corporation (VSAC) |
| Mailing Address | PO Box 2000, Winooski, VT 05404 |
| Street Address | 10 East Allen Street, Winooski, VT 05404 |
| Phone | (800) 660-3561 |
| FAX | (802) 654-3765 |
| Governing Board Rep | Rose Bean |
| GB Rep’s Title | Manager, Claims and Collections |
| GB Rep’s Phone | (802) 542-2278 |
| GB Rep’s Email | bean@vsac.org |
| Permanent Proxy | Ann Bonanno |
| Proxy’s Title | Supervisor, Compliance |
| Proxy’s Phone | (802) 654-3770, x328 |
| Proxy’s Email | [bonanno@vsac.org](mailto:bonanno@vsac.org) |
| Primary Policy Contact | Rose Bean |
| Policy Contact’s Title | Manager, Claims and Collections |
| Policy Contact’s Phone | (802) 542-2278 |
| Policy Contact’s Email | bean@vsac.org |
| Information Updated 08/20/15 |  |